



# CIT Customer Service Report for the ADB

for Tuesday, October 1, 2002 to Thursday, October 31, 2002

	Created				Assigned/Pending			Closed			Average Minutes to Close
	DCS	ADB	Web	Other	DCS	ADB	Other	DCS	ADB	Other	
Accounts											
Access/Login	3	0	0	0	0	0	0	3	0	0	6
General Info	1	0	0	0	1	0	0	0	0	0	0
Password Reset	4	0	0	0	0	0	0	4	0	0	6
ADB											
Connectivity	24	0	0	3	3	0	0	14	4	6	5
DELPRO	46	0	0	0	4	1	1	8	23	9	4
Fellowship Pmt Syst	12	0	0	0	0	0	0	0	10	2	5
Finance	2	0	0	0	0	0	0	0	0	2	7
General Info	41	0	0	0	1	2	0	19	13	6	6
GUI	5	0	0	0	0	0	0	2	1	2	15
ID Reactivation	189	0	0	0	2	0	6	105	9	67	4
Keyword	87	0	0	0	0	0	1	53	11	22	5
On The Spot Awards	1	0	0	0	0	0	0	1	0	0	10
Printing	1	0	0	0	0	0	0	1	0	0	8
Purchase card	15	0	0	0	0	0	0	1	10	4	5
Registration	8	0	0	0	0	0	0	4	3	1	5
Reports	1	0	0	0	0	0	0	0	1	0	4
Security	5	0	0	1	0	1	0	0	3	2	3
SSF	5	0	0	0	0	0	0	0	5	0	5
Travel	38	0	0	0	0	1	0	5	24	8	5
OS/390											
Printer/Other	1	0	0	0	1	0	0	0	0	0	0
Printer/VPS	1	0	0	0	0	0	0	1	0	0	8
Security & RACF	1	0	0	0	0	0	0	1	0	0	2
Grand Total:	491	0	0	4	12	5	8	222	117	131	4

**Total Tickets Closed:** 470  
**Total Tickets Assigned/Pending:** 25  
**Total Tickets Created:** 495